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# Long Term Care Emergency Preparedness Report

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Results from the 2011 Survey of Missouri's  
Licensed LTC Facilities

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Division of Regulation and Licensure  
Section for Long Term Care Regulation

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In light of the many emergency events that occurred in the past several of years and the H1N1 influenza pandemic, the Section for Long-term Care Regulation (SLCR) conducted its fourth annual survey of all licensed long-term care homes in Missouri. Each home was asked to provide information concerning the development and contents of their emergency plans. SLCR received 512 anonymous responses and would like to thank all those facilities who replied. Basic response rate information by level of care is as follows:

- Skilled Nursing Facilities (SNF) – 258 = 52% response rate
- Intermediate Care Facilities (ICF) – 17 = 57% response rate
- Assisted Living Facilities (ALF) – 95 = 52% response rate
- Residential Care Facilities (RCF) – 142 = 33% response rate

The following recommendations are offered to provide facilities with focus areas on which to concentrate their efforts in reviewing their emergency plans and improving emergency response capabilities:

- Emergency plans should be reviewed on a regular, systematic basis to ensure the plan contains up-to-date information regarding facility operations, organizational structure, and contact information for local emergency resources, staff, and residents' families.
- All facilities should have a battery-powered weather alert radio, or some other weather notification system, in order to be aware of developing weather situations.
- Facilities should provide basic emergency plan information to residents' families such as emergency contact information for the facility and key staff, as well as plans for evacuation should sheltering-in-place not be possible. This information should include specifics of how residents will be evacuated and where they will be taken, such as another nearby LTC home or community center, to aid in reconnecting residents with concerned family members.
- Homes should involve local emergency planners as emergency plans are reviewed and revised. More coordination between the various entities within a community assists with resource allocation and overall response during emergency situations.
- Homes should contact their water and electric utility providers to make sure they are on the utility's priority service restoration list should a loss of service occur.
- Homes should develop plans for staff to accompany, and provide care to, residents who have to be relocated.

SLCR hopes these recommendations will assist in emergency planning efforts. SLCR will continue to provide information and resources as we all work to ensure that Missouri's long term care homes are prepared for any type of emergency.

SLCR welcomes any questions concerning the survey or emergency planning in general at (573) 522-8318.

The pages which follow provide specific response rates for each question from the 2011 survey by level of care. The final column shows the average response rate for all levels of care for each question. Also shown is the change in response rate as compared to the 2010 survey for those questions which were the same on both surveys.

Please indicate the number of beds for which your facility is licensed? *(Question not asked previously)*

	SNF		ICF		ALF		RCF		AVG	
	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010
25 or fewer	0%	n/a	0%	n/a	17%	n/a	44%	n/a	15%	n/a
26 to 59	6%	n/a	24%	n/a	50%	n/a	34%	n/a	28%	n/a
60 to 99	41%	n/a	47%	n/a	20%	n/a	11%	n/a	30%	n/a
100 to 159	42%	n/a	29%	n/a	10%	n/a	7%	n/a	22%	n/a
160 or greater	11%	n/a	0%	n/a	3%	n/a	4%	n/a	5%	n/a

Please indicate whether your facility is owned by a company which operates more than one (1) long-term care facility: *(Question not asked previously)*

	SNF		ICF		ALF		RCF		AVG	
	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010
Yes	69%	n/a	53%	n/a	67%	n/a	43%	n/a	58%	n/a
No	31%	n/a	47%	n/a	33%	n/a	57%	n/a	42%	n/a

Have you reviewed your emergency plan in the last 12 months? *(Question not asked previously)*

	SNF		ICF		ALF		RCF		AVG	
	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010
Yes	95%	n/a	94%	n/a	95%	n/a	89%	n/a	93%	n/a
No	4%	n/a	6%	n/a	5%	n/a	10%	n/a	6%	n/a
No Response	1%	n/a	0%	n/a	0%	n/a	1%	n/a	1%	n/a

Did any of the following participate in the most recent review/update of your emergency plan?

	SNF		ICF		ALF		RCF		AVG	
	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010
Local Emergency Management Office	21%	-3%	41%	+21%	21%	+6%	20%	+3%	26%	+7%
Local Health Department	11%	-6%	18%	+13%	12%	+2%	12%	-4%	13%	+1%
Fire Department	68%	+2%	82%	+7%	75%	+9%	61%	-16%	72%	+1%
Ambulance Service	21%	+4%	12%	-8%	15%	+7%	17%	-6%	16%	-1%
Police Department	21%	+2%	6%	-19%	8%	+4%	15%	-7%	13%	-5%
Sheriff's Department	9%	-1%	0%	-10%	5%	0%	9%	0%	6%	-3%
Red Cross	4%	-1%	0%	-5%	1%	-2%	6%	+3%	3%	-1%
Other LTC Facilities	21%	-3%	12%	-23%	25%	+6%	19%	+7%	19%	-3%
Utilities	22%	+9%	35%	+20%	12%	+2%	14%	-2%	21%	+7%

Does your emergency plan contain the following emergency contact information?

	SNF		ICF		ALF		RCF		AVG	
	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010
Ambulance Service	87%	0%	82%	+12%	82%	+1%	79%	+2%	83%	+4%
Local Emergency Operations Center	57%	-4%	47%	-13%	53%	-2%	54%	+7%	53%	-3%
Local Police Department	88%	-1%	77%	-9%	83%	-3%	82%	-3%	82%	-4%
Local Red Cross	43%	-5%	35%	-10%	35%	-11%	40%	+6%	38%	-5%
Local Sheriff's Department	67%	0%	47%	+12%	53%	+1%	60%	-2%	57%	+3%
Regional SLCR Office	54%	-7%	41%	-14%	50%	+7%	39%	0%	46%	-3%
Residents' Family Phone Numbers	50%	+6%	41%	-14%	63%	+4%	68%	+6%	56%	+1%
Your Staff Phone Numbers	83%	+1%	77%	-19%	82%	+4%	81%	+6%	81%	-2%
Local Fire Department	92%	+1%	77%	-4%	84%	-2%	82%	-4%	84%	-2%
Utilities	83%	+4%	77%	-4%	72%	-1%	59%	+1%	73%	0%

Does your facility staff receive regular training on use of the following emergency equipment? *(Previous Question: Are your staff members familiar with using the following emergency equipment?)*

	SNF		ICF		ALF		RCF		AVG	
	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010
Generator	64%	-5%	65%	+5%	46%	+7%	34%	-12%	51%	-1%
Fire Extinguisher	98%	-1%	100%	+5%	96%	-3%	97%	+1%	97%	-2%
Communication	57%	-19%	47%	-38%	63%	-22%	59%	-25%	66%	-14%

Does your emergency plan address the following?

	SNF		ICF		ALF		RCF		AVG	
	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010
Power Outages	94%	-2%	100%	+15%	91%	-1%	83%	-7%	92%	+1%
Alternative Power	77%	-1%	82%	+12%	67%	+4%	51%	-4%	69%	+3%
Staffing Needs	77%	-4%	71%	+11%	81%	+3%	66%	-6%	74%	+1%
Facility Evacuation	100%	+3%	88%	-7%	95%	-1%	96%	+1%	95%	-1%
Staff Accompanying Residents In Transit	63%	-7%	59%	-1%	63%	-9%	62%	-7%	62%	-6%
Areas Of Refuge	79%	-3%	94%	+24%	84%	+2%	80%	+2%	84%	+6%
Sheltering In Place	76%	0%	88%	+3%	81%	-1%	78%	+7%	81%	+2%
Resident Medications	79%	0%	88%	+28%	90%	+7%	78%	-3%	84%	+8%
Pandemics	45%	-12%	47%	-8%	54%	0%	37%	-10%	46%	-7%
Palliative Care In Pandemics	23%	-8%	12%	-3%	23%	0%	13%	-14%	18%	-6%

What communication capabilities does your facility have available during emergencies?

	SNF		ICF		ALF		RCF		AVG	
	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010
Land Line	88%	+2%	94%	-6%	85%	-4%	85%	+4%	88%	-1%
Non-Cordless Land Line	35%	-11%	41%	+6%	47%	-9%	48%	-5%	43%	-5%
Cellular Telephone	91%	0%	94%	-6%	85%	+2%	89%	0%	90%	-1%
Two-Way Radio	39%	-3%	41%	-19%	36%	+2%	26%	-4%	36%	-6%
Short Wave Radio	5%	-1%	6%	+6%	2%	-3%	6%	0%	5%	+1%
Weather Alert Radio	90%	+5%	82%	-3%	79%	-2%	63%	-12%	79%	-3%

Is your facility part of any plan to receive residents from other long term care facilities during emergencies?

	SNF		ICF		ALF		RCF		AVG	
	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010
Yes	64%	+7%	53%	-7%	47%	-1%	31%	+1%	49%	0%
No	34%	-6%	47%	+12%	51%	+3%	65%	-1%	49%	+2%
No Response	2%	+1%	0%	-5%	2%	-2%	4%	0%	2%	-2%

Does your facility have a written agreement with other long-term care facilities to receive their residents?

	SNF		ICF		ALF		RCF		AVG	
	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010
Yes	71%	-9%	89%	+6%	87%	-2%	68%	+5%	79%	0%
No	28%	+8%	11%	-6%	13%	+2%	25%	-12%	19%	-2%
No Response	1%	+1%	0%	0%	0%	0%	7%	+7%	2%	+2%

What emergency supplies does your facility have on hand?

	SNF		ICF		ALF		RCF		AVG	
	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010
Food	97%	0%	100%	+5%	97%	+1%	99%	+6%	98%	+3%
Water	92%	-2%	100%	+5%	86%	-4%	88%	+6%	92%	+1%
Fuel	50%	0%	65%	-15%	33%	+1%	33%	+3%	45%	+5%

How many days worth? *(Numbers shown are averages for all respondents)*

	SNF		ICF		ALF		RCF		AVG	
	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010
Food	7	0	7	+1	5	-2	7	0	6.5	-.25
Water	5	+1	4.5	-.5	4	-1	5.5	+0.5	4.75	0
Fuel	5	+1	5	-.5	3	-.5	5	+1	4.5	+.25

Do you provide resident families with information concerning your facility's emergency plan such as emergency contact numbers or information on sheltering-in-place/evacuation?

	SNF		ICF		ALF		RCF		AVG	
	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010
Yes	32%	+4%	29%	+4%	41%	+1%	46%	+11%	37%	+5%
No	61%	-1%	65%	0%	54%	+2%	51%	-4%	58%	-1%
No Response	7%	-3%	6%	-4%	5%	-3%	3%	-7%	5%	-4%

Do you participate in community emergency preparedness exercises coordinated by your local emergency planning organization?

	SNF		ICF		ALF		RCF		AVG	
	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010
Yes	48%	-6%	41%	+11%	48%	+2%	44%	-2%	45%	+1%
No	50%	8%	59%	-1%	51%	+2%	54%	+8%	53%	+5%
No Response	2%	-2%	0%	-10%	1%	-4%	2%	-6%	2%	-6%

Do you have an agreement with your local emergency preparedness organization to act as a special needs shelter?

	SNF		ICF		ALF		RCF		AVG	
	2011	Change from 2010	2010	Change from 2010	2011	Change from 2010	2011	Change from 2010	2011	Change from 2010
Yes	38%	+6%	47%	+17%	21%	-9%	34%	+1%	35%	+4%
No	60%	-2%	53%	-17%	74%	+9%	65%	+4%	63%	-2%
No Response	2%	-4%	0%	0	5%	0%	1%	-5%	2%	-2%

#### **Additional Resources:**

The following emergency preparedness planning resources are available from the Missouri Department of Health and Senior Services website at: <http://health.mo.gov/emergencies/readyn3/adultcare.php> or by calling 573-526-4768:

- Ready-in-3: The ABC's of Emergency Preparedness for Adult Care Facilities (video/DVD)
- Disaster Preparedness Plan Template
- Family Safety Guide

Emergency planning information is also frequently in the DHSS LTC Information Update which is a weekly LISTSERV. To subscribe, please go to: [http://cntysvr1.lphamo.org/mailman/listinfo/ltcr\\_information\\_update](http://cntysvr1.lphamo.org/mailman/listinfo/ltcr_information_update)

SLCR encourages all homes to contact their local emergency management director for assistance in their emergency preparedness efforts. A list of local emergency management directors can be found at: <http://www.sema.dps.mo.gov/> and then clicking on "Director (EMD) Listing" under the "Resources for Emergency Response Personnel" heading at the bottom of the page.